



Session Title:

21st Century Engagement: Embracing the New Norm Without Jeopardizing Safety

4 HOURS - Session #1 – Executive Leadership | Session #2 – Rank-and-File Personnel

This engaging course provides law enforcement personnel with effective, real-life tools and strategic communication techniques to enhance officer safety and improve interactions between the police and the public. Leaders will learn how to respond safely and effectively to community needs through the application of the “Four Pillars of Fairness” and De-escalation strategies for use before, during, and after critical interactions with difficult community members. Created by Lexipol’s Subject Matter Expert on Community and Constitutional Policing and Long Beach Police Department Sergeant (ret.) Jason Lehman, this course incorporates thought-stimulating discussions, personal perspectives, and scenario-based exercises that challenge the status quo and engages participants for effective learning and leadership development.

Hour #1 (50 minutes training time) - History of policing and the impact on today’s “encounter.”

Hour #2 (50 minutes training time) - Cynicism...The silent “killer” of today’s protector

Hour #3 (50 minutes training time) - Four Pillars to Prove “Fairness” and “Equity”

Hour #4 (50 minutes training time) - Building trust with the “difficult ones” | Attendee Q&A

The best can get better.

As the best, we must improve daily, seek to better understand others, and learn the “E+R=O” (Event + Response = Outcome) system. By embracing safe systems of empathy and vulnerability, leaders begin to feel comfortable being uncomfortable while improving trust. By the end of this session, attendees will have a better understanding of how small changes today will result in safer contacts tomorrow.